

OES Independent Support Services RFP, #200804210
Procurement Questions
Questions from Debra Halm, Spectrum Generations
May 28, 2008

- **Is there certification or training required for the Homemaker staff?**
Training is authorized by the homemaker provider. There is no certification required.
- **Is there a prescribed set of topics and or hours required for orientation of Homemaker staff?**
No
- **If the copayments are not collected, are they absorbed by the organization (subtracted from reimbursement payments)?**
If the agency cannot collect the co pay, the cost is subtracted from the reimbursement payments.
- **What is the anticipated timeframe between submitting bills to the state and the receipt of payment?**
We anticipate it will be no more than three weeks after the invoice is submitted (due the first of the month).
- **Regarding the 15% saved for APS services, are there situations when a provider can refuse to staff an APS referral due to Homemaker staff's perception of their personal health or safety?**
If there is a question of personal health or safety, this should be brought to the attention of the Office of Elder Services for discussion with the appropriate APS staff.
- **What does OES consider to be the highest priorities for serving waiting list consumers who have already been found eligible for the service?**
Per OES Policy Section 69.06 (B)(3), consumers will be served on a first come first served basis.